

Substitute for form 1449A/PTO		Application Number	10/260,923		
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>		Filing Date	June 25, 2003		
		First Named Inventor	Steven TIVEY, et al.		
		Art Unit	3629		
		Examiner Name	Gabrielle A. MCCORMICK		
		Sheet	1 of 2	Attorney Docket Number	52493.000252
<b>U.S. PATENT DOCUMENTS</b>					
*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US- 5390243	02-14-1995	Casselman et al.	
		US- 5930764	07-27-1999	Melchione et al.	
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		US- 2003/0204421	10-30-2003	Houle et al.	
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		US-			
EXAMINER SIGNATURE			DATE CONSIDERED		
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</p>					

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /G.M./

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Sheet	2 of 2	Attorney Docket Number	52493.000252

**OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS**

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		www.netlingo.com/lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 ( <a href="http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html">http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html</a> ); <a href="http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html">http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html</a> ; <a href="http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html">http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html</a> ; <a href="http://web.archive.org/web/20010806080042/leadtrack.comfappfeatures.html">http://web.archive.org/web/20010806080042/leadtrack.comfappfeatures.html</a> ; <a href="http://web.archive.org/web/20010801185319/leadtrack.com/features.html">http://web.archive.org/web/20010801185319/leadtrack.com/features.html</a> ; <a href="http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif">http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif</a> .)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 ( <a href="http://web.archive.org/web/20010811024757/leadtrack.com/reports/overdue.gif">http://web.archive.org/web/20010811024757/leadtrack.com/reports/overdue.gif</a> )	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com (pages documented form the Internet Archive on July 21, 2001 ( <a href="http://web.archive.org/web/20010801185659f1eadtrack.com/faq.html">http://web.archive.org/web/20010801185659f1eadtrack.com/faq.html</a> ) Leadtrack.com (pages documented form the Internet Archive on December 1, 2001 ( <a href="http://web.archive.org/web/20011205051744/www.leadtrack.com/features.html">http://web.archive.org/web/20011205051744/www.leadtrack.com/features.html</a> and <a href="http://web.archive.org/web/20011224094912/www.leadtrack.com/screen-customer.html">http://web.archive.org/web/20011224094912/www.leadtrack.com/screen-customer.html</a> )	<input type="checkbox"/>	<input type="checkbox"/>
		SIEBELFANS.COM, Implementing Best Practices, <a href="http://www.siebel.com/call-center/workflow-automation.shtm">http://www.siebel.com/call-center/workflow-automation.shtm</a> printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>

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